

# Managing Complex Change

| <b>Vision</b> | <b>Skills</b> | <b>Incentives</b> | <b>Resources</b> | <b>Action Plan</b> | <b>Results</b> | <b>Change</b>      |
|---------------|---------------|-------------------|------------------|--------------------|----------------|--------------------|
|               | Skills        | Incentives        | Resources        | Action Plan        | Results        | <b>Confusion</b>   |
| Vision        |               | Incentives        | Resources        | Action Plan        | Results        | <b>Anxiety</b>     |
| Vision        | Skills        |                   | Resources        | Action Plan        | Results        | <b>Resistance</b>  |
| Vision        | Skills        | Incentives        |                  | Action Plan        | Results        | <b>Frustration</b> |
| Vision        | Skills        | Incentives        | Resources        |                    | Results        | <b>Treadmill</b>   |
| Vision        | Skills        | Incentives        | Resources        | Action Plan        |                | <b>Inertia</b>     |

Adapted from works by Ambrose(1987) and Knoster (1991)